

**REMARKS**

Applicants respectfully request further examination and reconsideration in view of the comments set forth fully below. Claims 1-54 were previously pending in this application. Within the Office Action, Claims 1-54 have been rejected. By the above amendments, Claims 1, 9, 11, 12, 16, 25, 39, 53, and 54 have been amended. Claims 1-54 are now pending in this application.

**Rejections Under 35 U.S.C. § 112, First Paragraph**

Within the Office Action, Claims 1, 16, 25, 39, and 53 have been rejected under 35 U.S.C. 112, first paragraph, as failing to comply with the written description requirement because the claims contain subject matter which was not described in the specification in such a way as to reasonably convey to one skilled in the art that the inventors, at the time the application was filed, had possession of the claimed invention. In particular, it is stated within the Office Action that it is unclear how to “automatically” determine a current functional state of a selected device and determine the diagnostic information based on the current functional state of a particular selected device. The Applicants respectfully disagree with this conclusion. On page 14 of the present specification, it is provided that “The GUI screen 230 includes: . . . a button 236 for initiating a remote interactive diagnostic process for automatically diagnosing problems with the associated device. . .” [Present Specification, page 14, lines 13-18] The diagnostic process includes determining the current functional state of the selected device (see the process 400 of Figure 12 in the present specification). However, for the sake of furthering prosecution, the Claims 1, 16, 25, 39, and 53 have each been amended to delete the word “automatically.”

**Rejections Under 35 U.S.C. § 112, Second Paragraph**

Within the Office Action, Claims 1, 16, 25, 39, and 53 have been rejected under 35 U.S.C. 112, second paragraph, as being indefinite for failing to particularly point out and

distinctly claim the subject matter which Applicants regard as the invention. In particular, it is stated within the Office Action that the Claims 1, 16, 25, 39, and 53 are vague and indefinite because it is unclear how to “automatically” determine a current functional state of a selected device and determine the diagnostic information based on the current functional state of a particular selected device. The Applicants respectfully disagree with this conclusion. On page 14 of the present specification, it is provided that “The GUI screen 230 includes: . . . a button 236 for initiating a remote interactive diagnostic process for automatically diagnosing problems with the associated device. . .” [Present Specification, page 14, lines 13-18] The diagnostic process includes determining the current functional state of the selected device (see the process 400 of Figure 12 in the present specification). However, for the sake of furthering prosecution, the Claims 1, 16, 25, 39, and 53 have each been amended to delete the word “automatically.”

**Claim 54 Rejection Under 35 U.S.C. § 102**

Within the Office Action, Claim 54 has been rejected under 35 U.S.C. §102(e) as being anticipated by U.S. Patent Application No. 2002/0111950 to Lee (hereinafter “Lee”). The Applicants respectfully disagree.

Lee teaches a customer support system that provides support for a consumer product using the Internet. Lee teaches providing a service menu on a service page as a support page for providing a product model guidance, the usage of various resources related to the consumer product and technical information relating to the consumer product. (Lee, paragraph [0012], lines 7-11) Lee further teaches that the service page may also have a download page for downloading software related to the consumer product to the user computer via the Internet. (Lee, paragraph [0012], lines 11-13) Lee teaches that the download page 320 is a module for downloading PC-related software desired by the user to a user computer when the user experiences a particular program during use of a PC, when the version of software currently being used is to be upgraded, or when new application software is desired to be installed. (Lee, paragraph [0041], lines 1-6)

Lee does not teach downloading an interactive support service application associated with a selected device from a selected server computing system and executing the downloaded interactive support service application at a gateway device to provide a remote interactive support service process for the selected device. Further, Lee does not teach executing the downloaded interactive support service application to determine the current functional state of the selected device. Still further, Lee does not teach displaying user instructional information corresponding to the current functional state on the display unit.

In contrast to the teachings of Lee, the claimed remote manual, maintenance, and diagnostic services for networked electronic devices provides a process of identifying and managing interactive support service applications associated with consumer electronic devices in a home network system. A client side process, executed by a client computing system in the home network, operates in conjunction with a server side process executed by a server computing system that is communicatively coupled with the client computing system via the Internet. In one embodiment, the client computing system is implemented as a gateway device communicatively coupled with each of the electronic devices via the home network. The gateway device is operative to access the Internet and is communicatively coupled with a display unit. The interactive support service includes a remote interactive manual service providing educational instructions to a user of the home network system regarding operation of the selected device, a remote interactive maintenance/diagnostic service for instructing a home network system user in solving maintenance problems associated with the selected device, or a combination remote interactive manual/maintenance/diagnostic service. As described above, Lee does not teach downloading an interactive support service application associated with a selected device from a selected server computing system and executing the downloaded interactive support service application at a gateway device to provide a remote interactive support service process for the selected device. Further, as described above, Lee does not teach or suggest downloading an

interactive support service application that is a diagnostic application including instructions executable by the selected device to determine a current functional state of the selected device.

The independent claim 54 is directed to a process of identifying and managing interactive support service applications associated with consumer electronic devices, the consumer electronic devices coupled together within a home network including a gateway device coupled to access the Internet and coupled to a display unit, the process executed by the gateway device. The process of Claim 54 comprises determining device identification information associated with a selected one of the electronic devices for which a support service application is required, providing the device identification information to a support server computing system via the Internet, downloading an interactive support service application associated with the selected device from the support server computing system, the interactive support service application comprising one or more of a remote support service application regarding use of the selected device, a remote interactive diagnosis support service application enabling remote and interactive determination of a current functional state of the selected device and diagnostic information indicating a problem associated with the selected device based on the current functional state of the selected device, and a remote maintenance support service application providing for performance of remote maintenance functions on the selected device, executing the downloaded interactive support service application at the gateway device to provide a remote interactive support service process for the selected device and to determine the current functional state of the selected device, and displaying information indicative of the current functional state of the selected device and user instructional information corresponding to the current functional state on the display unit. As discussed above, Lee does not teach determining a current functional state of a selected device. Further, Lee does not teach displaying information indicative of the current functional state of the selected device and user instructional information corresponding to the current functional state on the display unit. For at least these reasons, the independent claim 54 is allowable over the teachings of Lee.

**Claims 1-53**

Applicants note that Claims 1-53 have not been rejected on the grounds of any prior art. Since both Applicants and Examiner understand that piecemeal examination is improper, see MPEP § 707.07(g), Applicants believe they are entitled to assume that Claims 1-53 are allowable in view of the prior art. Accordingly, the sole remaining patentability questions for Claims 1-53 appear to be the rejections under 35 U.S.C. § 112, paragraphs 1 and 2, which, as discussed above, have been overcome by the above amendments.

For the reasons given above, the Applicants respectfully submit that the pending claims are in condition for allowance. Applicants request the Examiner reconsider, withdraw the rejections in the Office Action, and allow all pending claims. If the Examiner has any questions or comments, he is encouraged to call the undersigned at (408) 530-9700 to quickly resolve any issues.

Respectfully submitted,  
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